



PUBLIC WORKS • ANNUAL REPORT • FY12

ADMINISTRATION



AIRPORT



ENGINEERING



MAINTENANCE



PARKS AND OPEN SPACE



WASTEWATER



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Strategic Plan Takes Shape

During FY12 (July 1, 2011–June 30, 2012), the Public Works Strategic Plan Steering Committee, made up of representatives from the six Public Works divisions, worked with the Public Works division managers, lead staff, and division employees to revise and update the Public Works vision, mission, values, operating principles and goals for the department. The process started with a SWOT (strength, weaknesses, opportunities, threats) analysis of the department followed by the development of three core values: excellence, integrity, and stewardship. The values provide clarity and brevity to the code of behavior Public Works adheres and reflects how the department conducts business. An updated vision was adopted: Making lives better through the services we provide each day. To support the vision, five strategic goals were established.

VISION

Making lives better through the services we provide each day.

MISSION

Eugene Public Works is dedicated to excellence, integrity, and stewardship. We enhance the safety, welfare, and livability of the community by providing and managing infrastructure and services for parks and open spaces, airport, transportation, stormwater and wastewater systems.

VALUES

EXCELLENCE

- We demonstrate a high degree of competency.
- We provide services effectively and efficiently.
- We prepare for today and plan for tomorrow.
- We pursue innovation.

INTEGRITY

- We are dependable and responsible.
- We highly respect and value the public's trust.
- We are available and responsive.
- We are dedicated to inclusiveness and accessibility.
- We are committed to respectful, open, and transparent processes.
- We bring people together for common cause and purpose.

STEWARDSHIP

- We preserve the health and safety of employees and the community.
- We protect public investments.
- We are fiscally accountable.
- We work toward social equity, environmental enhancement, and economic prosperity.

GOALS – strategic, short term (3-5 years)

- Develop, support and retain an exceptionally qualified, healthy and well-trained work force to thrive in a changing world.
- Establish sustainable funding for Public Works services.
- Build and provide a full range of transportation options.
- Protect, maintain and improve natural and built infrastructure.
- Strengthen internal and external working relationships.



Welcome to the annual report of activities of the Eugene Public Works Department. The following pages provide a brief overview of the challenges, opportunities and accomplishments of the men and women who tirelessly work to make lives better through the services they provide each day.

The fiscal year that ended June 30, 2012, can be characterized as one with many bright spots against a backdrop of a slowly improving economy. Indeed, the efforts of Eugene Public Works to build, operate, and maintain the public infrastructure are perhaps the most important element to this recovery in terms of economic development and job creation. As evidence of this, the Eugene Airport experienced a record year of passengers and added new air service to better serve the business community while hundreds of local construction jobs were made possible through the many street improvement projects throughout the city. The US Congress and federal legislation rightfully refers to public works operations as emergency first responders, and we are also proud to serve the community in that role.

And we continue our commitment to excellence in customer service — the stories chronicled within this report also demonstrate the commitment to public education, stewardship, innovation and technological advances, and sustainability to assure our

legacy will be viewed as having left this remarkable community better than we found it. Our peers across the nation acknowledge this position of leadership through various recognitions and awards. Eugene Public Works was reaccredited by the American Public Works Association and Peggy Keppler was honored as one of APWA's Top Ten Public Works Leaders of the Year for 2012 from among its 28,000 members. Our fleet operation was recognized as one of the Top 100 Fleets in America for the fourth consecutive year and the Wastewater Treatment Division received the Platinum Peak Performance Award.

Another key to our success is the ability to build relationships within the community. A number of partnerships with volunteers and other agencies and non-profits help us to regularly show the whole is greater than the sum of its parts.

We hope you enjoy learning more about our services and accomplishments. Please feel free to contact any of our staff with questions or other feedback regarding our work — a host of information is available at www.eugene-or.gov/pw.

Kurt Corey

ORGANIZATION

In FY12, the Public Works Department employed approximately 419.25 full-time-equivalent (FTE) positions budgeted in six divisions:

Administration — 17 FTE positions including the executive director, budgeted in three sections: Financial Management; Public Affairs and Graphic Services; and Human Resources and Organizational Development.

Airport — 33 FTE budgeted in three sections: Airport Administration and Financial Services; Marketing and Public Relations; and Airfield Operations and Facilities.

Engineering — 78.6 FTE budgeted in five sections: Darwin and East project teams; Information team; Administrative Support team; Land Development Review and Acquisitions team; and Transportation team.

Maintenance — 130.25 FTE budgeted in five sections: Finance and Administrative Services; Fleet Services; Surface Operations; Subsurface Operations; and Transportation Operations.

Parks and Open Space — 79.4 FTE in five sections: Parks Maintenance; Parks and Open Space Planning; Natural Resources; Finance and Administrative Services; and Marketing and Outreach.

Wastewater — 81.5 FTE in three sections: Administrative Services; Operations and Maintenance; and Technical Services.

Division Directors



(top to bottom)

Michelle Cahill, Wastewater

Tim Doll, Airport

Mark Schoening, Acting

Parks & Open Space

Jeff Lankston, Maintenance

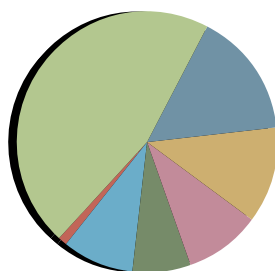
Matt Rodrigues, Acting City

Engineer

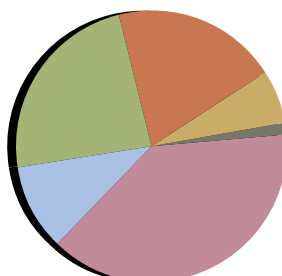
Robert Tintle, Administration

Operating Expenditures

Stormwater & Sewer Funds		
	\$28,985,393	46.1%
Regional Wastewater	\$11,438,073	
Local Wastewater	\$6,134,270	
Stormwater Utility	\$11,307,617	
Wetland Mitigation	\$105,432	
Road Funds		
	\$9,727,425	15.5%
Road Fund	\$9,727,425	
Transportation Utility	\$0	
Fleet Fund		
	\$7,469,366	11.9%
General Fund		
	\$5,955,351	9.5%
Professional Services		
	\$4,553,437	7.2%
Airport Fund		
	\$5,642,856	9.0%
Other		
	\$562,187	.9%
Construction Permits	\$301,911	0.5%
Parking	\$44,787	0.1%
SDC Administration	\$215,488	0.3%
TOTAL	\$62,896,015	



OPERATING



CAPITAL

Capital Expenditures

Stormwater & Sewer Funds		
	\$6,810,828	23.49%
Local Wastewater utility	1,870,580	
Stormwater utility	4,924,303	
Wetland mitigation	15,946	
Road Funds		
	5,694,479	19.64%
Road Fund	2,249,190	
Transportation Utility	3,445,289	
SDC Funds		
	1,866,526	6.44%
SDC Transportation	1,671,466	
SDC Wastewater	0	
SDC Stormwater	-2,537	
SDC Parks	197,598	
General Fund		
	410,267	1.41%
Special Construction Funds		
	11,161,831	38.49%
Parks & Open Space	1,305,765	
2008 Street Bond	9,813,487	
Community Revitalization	42,579	
Airport Fund		
	3,008,433	10.37%
Donation/Trust Funds		
	44,737	0.15%
Hayes Trust	1,532	
Parks Maintenance	43,205	
TOTAL	\$28,997,101	

Diversity, Equity and Human Rights

Learning to Connect, Connecting to Learn

The City of Eugene's Diversity and Equity Strategic Plan (DESP) sets practical guidelines to support a broad range of City efforts to meet the needs of a diverse and changing organization and community. The Public Works Equity and Human Rights Action Plan integrates six strategic goals for diversity and equity. The third goal in the DESP is dedicated to work force and work environment — achieve and maintain a work force that reflects our community, and create a work environment that supports all employees.

Action Item 3.3 in the department's plan addresses this goal: Develop initiatives for encouraging communication, team building and information sharing between work groups to increase knowledge of resources, share ideas and innovations, and reduce isolation. The Public Works Diversity Committee (PWDC), with the assistance of the Recreation Division, offered the "Learning to Connect/Connecting to Learn" workshop to all Public Works employees to encourage development in this area.

The workshop encouraged employees to experience diversity concepts in a fresh way, and also mix employees from all divisions and job types in an informal learning environment. The "Learning

to Connect" workshop utilized concepts taken from the "Power of Words" training and the "Challenge Course" offered by Recreation Services. Recognizing that effective interpersonal communication is a requirement for success on any job, the updated training was designed to refresh employee skills in communication and focus on the role of the speaker, the role of the listener, and a review of tools to do both effectively. The training challenged and empowered individuals to learn, grow and explore solutions to daily life challenges. Insights,



Workshop participants learn about communication and teamwork while completing a series of hands-on exercises.

strategies, and lessons learned in the experience can be transferred and applied to “real life” and create a work environment that supports all employees and customers. The workshop helped to strengthen internal and external working relationships.

After the workshop, participants were asked about the event. The PWDC was given kudos for the “great tangible outcome of planning and hard work to pull this off” and for “thinking about a way to bring people together that is different and engaged a variety of people.” Workshop takeaways included “positive working relationships,” “collaboration,” “teamwork,” “listening,” “every person can contribute,” “learning,” and “clear communication.”

Diversity Website

The Public Works Diversity Committee (PWDC) updated its internal web site that focuses on diversity, equity, and human rights at the department level. The web site is a resource for employees and features the following:

- Calendar promoting diversity trainings and community events
- Archive issues of Kaleidoscope, PW’s diversity newsletter
- Documents of interest including Learning Circles articles, City of Eugene and Public Works specific Diversity and Equity Strategic Plans, and work plans
- Agendas and minutes of PWDC meetings
- Mission and goals of the PWDC
- Links providing diversity topics for employee training through video and internet media. There are direct links to other diversity websites, both internal and external.

The website is just one component of a comprehensive approach to increasing our capacity to becoming a more culturally competent organization and community.



Facility assessments identify areas where public spaces can be made more welcoming and usable for a variety of users.

Eugene Airport Assessment

Contributing to the DESP service delivery goal (ensure that City services are accessible, inclusive and equitably provided), an inclusive environment self-assessment was performed at the Eugene Airport to identify how the physical environment of the space affects patrons and employees and to develop recommendations to meet the needs of current and potential users. The assessment included 16 inclusivity dimensions and addressed service delivery by ensuring that Eugene Airport services are accessible, inclusive and equitably provided to the 1.5 million travelers and greeters who visit the Eugene Airport annually. The assessment was part of a Citywide effort to re-examine



About 1,500 children visited Roosevelt Yard on Public Works Day to learn about our services in the community.

space, furnishings, and layout of facilities. Recommendations included adding multi-language signs and providing informational handouts in other languages.

Public Works Day

Public Works Day continues as an effective outreach for communication and engagement (DESP goal 5) with the community. The event encourages community education and provides an opportunity to discover diversity in Public Works as participants meet many of the people who work and help care for the community every day. Public Works Day 2012 was held on May 17 and was a success by any number of measures. The weather was great. The turnout was just right — an estimated 1,500 children, at least 400 adult visitors, and plenty of staff from Public Works and other departments. The event allows hundreds of schoolchildren and adults to have a better idea and appreciation of how Public Works provides services every day.

Public Works Day included a 1 ½-minute cartoon video presented by the PWDC highlighting the “Lovable Differences” in all of us. A brief discussion followed the video with several key messages: there are many different jobs in Public Works; that it takes all of our differences to complete everything we do; we all share “lovable differences” whether we are at work, at play, or at home; and children also have lovable differences that make them special.

Continuing Efforts

Public Works continued its strong leadership and organizational commitment to diversity and equity (DESP goal). The Public Works Management Team and supervisors continue to encourage and support employees attending training related to diversity, equity and human rights. They model the value by attending relating training and sharing experiences. Manager, supervisor, and crew meetings include diversity, equity, and human rights discussions on the agenda. Public Works encourages an optimum and respectful workplace, one that can attract and retain a diverse workforce, allowing us to serve the community more effectively.

Services

AIRPORT

2011 Record Year at the Eugene Airport

The Federal Aviation Administration upgraded the Eugene Airport from a non-hub to small-hub status. A record 780,312 total revenue passengers traveled through the Eugene Airport in 2011. That reflects a 6.08 percent increase over 2010 and a 1.38 percent increase over the previous record set in 1997. EUG had two record months in 2011 as well, in January and April.

Factors contributing to the record year include: business travel increasing with an improving local economy; leisure travel rebounding from the recession; and more passengers utilizing their local airport. The retention rate at EUG increased six percent over the past two years.

The Oregon Ducks appearance in both the BCS National Championship Bowl and the Rose Bowl fell within 2011, but even without the additional charter flights for these games, the Eugene Airport would have reached the record passenger year. Between December 18–31, 2011, the Eugene Airport saw an increase of 2,170 passengers, or 15.7 percent, compared to 2010 during the same two holiday travel weeks. All airlines serving EUG—Alaska, Allegiant Air, Delta, and United—enjoyed an increase in passengers in 2011.



EUG celebrates the addition of nonstop service to Honolulu.

Nonstop Flights between Eugene and Honolulu announced at EUG

Allegiant Air announced new, nonstop jet service between the Eugene Airport (EUG) and Honolulu International Airport (HNL) beginning November 17, 2012.

The new flights operate once a week on Saturdays. Allegiant Air offers nonstop service between Eugene and Las Vegas, Los Angeles, Phoenix/Mesa and Oakland.

Airport Construction Update

External rehabilitation of the Eugene Airport terminal building started in September 2011, with the fascia being replaced and structural issues corrected. New windows were installed along one section of the A-concourse. A construction wall was erected along that part of the A-concourse and children's aviation-themed artwork from summer camps and area schools was displayed.

ENGINEERING CONSTRUCTION MANAGEMENT

Engineering staff designed and managed 24 construction contracts awarded in FY12 totaling \$15,031,024.

- \$9,997,227 was spent for approximately 38.8 lane miles of pavement preservation work on W 16th, W 24th, W 26th, Augusta, Brewer, Brittany, Curtis, Danebo, Gilham, Goodpasture Island, Green Acres, Washington, Jefferson, MLK Jr., Minda, Oakmont, Royal, Silver, Spring, Taney, Terry and Warren. In addition, 18.55 lane miles of residential streets were slurry sealed in various neighborhoods at a cost of \$432,392.
- \$457,098 was awarded for bank restoration to the Amazon Diversion Channel.
- \$293,891 was awarded to construct interpretive trail improvements and channel work in the Delta Ponds area.
- \$314,455 was awarded for stormwater pipe rehabilitation improvements.
- \$239,635 was awarded to construct a storm water quality structure to treat stormwater from I-105 and adjacent City streets.
- \$258,258 was awarded to construct Creekside Park.
- \$1,175,789 awarded for wastewater pipe rehabilitation projects.
- \$727,032 was awarded for shared-use path improvements.
- \$229,896 was awarded to resurface portions of Cross, Cross Place, Louis, and Davis streets as part of the pothole repair program.
- \$905,351 was awarded for Airport improvements.

CONSTRUCTION PERMITS

	Number of PEPI * Applications Submitted for Review	Number of PEPI Permits Issued	Value of PEPI Permits Issued	Number of Tentative Partitions	Number of Final Partitions	Number of Tentative Subdivisions	Number of Final Subdivisions
FY12	16	11	\$1,652,951	13	12	0	1
FY11	13	15	\$2,793,782	14	10	2	4
FY10	15	8	\$1,255,724	12	25	5	4

* Privately Engineered Public Improvements

FLEET AND RADIO

The Fleet and Radio Communications section of Public Works Maintenance takes care of approximately 686 pieces of rolling stock and 1,694 communications services for City departments. In FY12 fleet and radio staff completed 7,085 work orders. The average cost per fleet work order was \$573; the average cost for radio work orders was \$204. Of the work orders completed, 99 percent were considered successful by internal customers.

PARKS AND OPEN SPACE

Owen Rose Garden Rejuvenation Efforts Continue

Visitors to Owen Rose Garden saw several projects in spring 2012 aimed at improving safety, reducing long-term maintenance requirements, and ensuring the health and beauty of the Rose Garden into the future.

Concrete walks were poured around the existing gazebo to replace gravel walks for better accessibility around the facility and to reduce weeding. The lawn and landscaped bed to the east of the green rose arbor received a facelift in the form of a new lawn that will better accommodate receptions and other events at the garden throughout the year. The remainder of the project included construction of key gravel pathways, repair of existing irrigation systems, and repair of a critical maintenance area access gate.

This work follows on a significant operational effort to improve the overall health and maintainability of the garden by installing automatic irrigation in areas that were previously hand watered, removing diseased and dead roses, reducing the quantity and area of perennial beds, and removing overgrown hedges near the parking lot.

A final capital phase of the rejuvenation will involve continued removal of diseased rose shrubs from the collection, replacement of some species with hardier varieties, installation of additional lawn in select bed areas, and further modifications and repairs to the existing irrigation system.



Healthy roses blooming at Owen Rose Garden.

STORMWATER

Eugene's Municipal Stormwater Permit

Eugene, like many other cities and counties, is regulated as a Phase 1 jurisdiction under the National Pollution Discharge Elimination System (NPDES) permit program. Municipal stormwater permits require that cities and counties reduce stormwater pollution to the maximum extent practicable and prohibit illicit discharges into the systems. Eugene meets its permit requirements through a variety of programs including public education, maintenance activities, regulations for new development and construction activities, industrial/commercial facilities, illicit discharges and improper disposal. Like many other permit holders around the state and country, Eugene has conducted water quality monitoring for over 10 years, and uses the monitoring results to evaluate and adapt its stormwater program to improve efficiency and effectiveness.

Partnerships in Stormwater Management

Effectively managing the quantity and quality of stormwater is a shared responsibility and requires cooperation among the inhabitants and governing agencies within each watershed basin, regardless of political boundaries. Eugene has been partnering with other agencies to manage stormwater for more than 15 years. One example is the partnership with the Long Tom Watershed Council (LTWC), a local non-profit organization of diverse participants committed to clean water and healthy habitat in the Long Tom River basin. More than half of Eugene's stormwater runs off into Amazon Creek and, further downstream, to the Long Tom River. The quality of the water being discharged to the Long Tom River is very important to the watershed council, and the City participates on the council board. The City and LTWC have agreed to partner on the council's Amazon Initiative and will share sampling data for pesticides. Additionally, the City will provide modest financial support to the LTWC's efforts to work with business owners who want to retrofit their properties to incorporate "green" stormwater features such as vegetated swales and green roofs.

Another important partnership for stormwater management is with Lane County. Most recently, the City and County renewed an intergovernmental agreement for stormwater services such as erosion prevention, illicit discharge detection and spill response, and stormwater education, in the area between Eugene city limits and the urban growth boundary. This assures consistent service delivery in those areas and efficient use of public dollars. Also, the City and County have recently partnered on completing a long-term stormwater basin plan for River Road/Santa Clara area that will guide stormwater management for the next 20 years.

Services continued



Eugene's first bicycle-only traffic signal.

TRANSPORTATION

Traffic Signals

In 2012, there were two new initiatives in the traffic signal realm: one where a traffic signal was removed; and another where unique features were installed.

Traffic Operations staff determined that the traffic signal at Fifth Avenue and Washington Street could safely and efficiently be replaced by a four-way stop. The change resulted in less overall delay to users and decreased operations and maintenance costs for the signal. Removal coincided with a repaving project on Washington Street. At the same time, the department converted the four-way stop at Fifth and Jefferson to a two-way stop by removing the stop signs from Fifth Avenue. This also resulted in less overall delay and more efficient use of the transportation network.

The other initiative involved exclusive bicycle-only traffic signal heads as part of the Alder Street paving project. The project included two-way buffered bike lanes on Alder from Franklin Boulevard to 19th Avenue. The crossing of 18th presented particular conflicts between through and turning bikes and southbound auto movements. These were resolved by creating a separate bike-only signal phase that gives bikes a green light while cars are stopped and stops bikes when cars have the green. The bike signal indications are similar to the standard red-yellow-green signal heads with a stylized representation of a bicycle inside.

Both the exclusive bike signal and removal of unnecessary signals have been successful. Staff continues to look for opportunities to decommission signals where removal improves traffic flow and, when conditions warrant it, to propose exclusive bike signaling.

Street Name Sign Program Enhancements

Public Works Traffic Operations staff maintains about 30,000 signs, 9,000 of which are street name signs. Street name signs not only provide an important aid to people finding their way to unfamiliar locations, they are often the unfortunate target of vandalism or theft. Some signs like, "High Street," and "Westward Ho" frequently disappear. For years staff has been experimenting with mounting hardware in an effort to make signs more theft resistant while keeping them easy to maintain. These efforts continue.

Recognizing changes in materials and an aging population, the Manual on Uniform Traffic Control Devices has stipulated an increase in the size of street name signs on higher speed roads, a change to more reflective material, and an easier-to-read type face.

In fall 2011 staff focused on replacing missing street name signs and started to implement the change to the new standards. Last year, 1,300 street name signs were replaced with the new, larger standard. Citizens are now seeing many new, more reflective and in many cases, larger street name signs. The highest priorities for sign replacement remain "stop," "yield" and "one way" signs. They are the most important signs to public safety and staff is on call to address them around the clock.

WASTEWATER

Wastewater Invests in Sustainability

An energy-saving incentive contract with EWEB for the newly constructed odorous air system was completed in September 2011. The system was designed to include computerized energy control features. Operational control was adjusted to provide a focus on solid odor control and energy-savings. The result was an annual savings of 530,000 kWh in power usage over the engineered design parameters. This resulted in an incentive check from EWEB to MWMC for \$80,418 in September. It also represents a \$30,740 reduction in annual power costs. The design features added to the project to allow for the energy-saving adjustments added \$108,000 to the project. With the EWEB incentive check the simple payback is one year. The project continues to be monitored and adjusted. Additional adjustments through the remainder of FY12 delivered an additional 103,900 kWh in savings resulting in \$6,130 in power savings.

Adjustments to the treatment process saved more than 100,000 kWh of electricity and \$6,000 in treatment costs in FY12. Return activated sludge pumping volume was reduced as a cost saving measure. The adjustments were closely monitored, and treatment remained excellent.

The treatment plant on River Avenue pumps digested solids 5.5 miles north to the facultative sludge lagoons at Awbery Lane. One of the reactions in the digestion process creates an environment for crystal called struvite to form. The struvite crystals built up over time and constricted flow in the pipe. To remove the struvite, plant staff circulated water with 34 percent sulfuric acid added. This reduced line pressure from 105 psi to 60 psi, reducing the power used annually to pump the sludge by more than 50 percent.

These projects implemented to save power not only directly help reduce utility costs, they often add the benefit of reducing wear and maintenance of equipment and increasing treatment reserve capacity that defers capital development costs.

Sewer Cleaning Program

Cleaning, inspecting, maintaining, and repairing the wastewater conveyance system is the job of the Public Works Sub-Surface Section. The system includes 714 miles of wastewater lines, 15,404 manholes, and 27 pump stations. The section utilizes many types of equipment and techniques to complete tasks. The equipment used for wastewater cleaning includes five combination machines, two closed-circuit television inspection vans, 43 flow monitors, and a full-time crew of more than 25 employees.

During FY12, the crews cleaned 290 miles of the gravity conveyance system, representing 40 percent of the total system. More than 31,000 gallons of debris was mechanically removed from the system. The debris included concrete, gravel, tree roots, and other assorted items. Additionally, staff completed 68 spot repairs, totaling approximately 275 feet of pipe, and inspected over 135 miles of the conveyance system utilizing closed circuit television technology. This represents an annual inspection of approximately 20 percent of the total collection system.

Other services include closing 9,400 requests from private contractors for core cuts and managing 25 requests related specifically to manhole repairs, adjustments, or complaints about noisy manhole lids.

URBAN FORESTRY

Spring Storm Hits Eugene's Urban Forest Hard

Hundreds of public trees in Eugene were either lost or badly damaged as a result of the snow storm of March 21, 2012. Public Works crews worked around the clock during the first few days of the event to clear roadways and mitigate imminent tree hazards. In the first three days of the event, Public Works received 550 requests for service related to tree hazards. Thirty days after the snowfall, more than 1,000 requests for service related to the storm had been received. Initially, the focus of the emergency response was to clear the street right-of-way and eliminate overhead safety hazards along sidewalks, bike paths, and other areas that receive heavy pedestrian traffic.

After spending several weeks removing hazards and debris from the right-of-way, Public Works crews were able to turn their attention to damaged trees located in park areas. This work continued throughout the summer months as staff continued to respond to new reports of storm-damaged trees.



Sub-surface team members prepare for debris removal.



The March 2012 snow storm required several months of clean up.

Efficiency

Sewer Connection Records on Web

Where's my sewer connection? Getting the answer to that question once required a trip, during normal business hours, to the City's Permit & Information Center. Now, the answer can be found any time anywhere a connection to the internet is available.

Sewer connection records show the location of building sewers on properties connected to the public wastewater sewer system. Public Works has compiled more than 63,000 such records. This information is contained on paper location forms and sketches that provide a schematic view and dimensions indicating the location of underground sewer pipes, along with information such as installation date and pipe type. Property owners and contractors find this information very helpful when locating and repairing private sewers.

Records can now be searched by street address using an application on the City's website at www.eugene-or.gov/sewerconnections. Given this broader and more convenient access, a stand-alone "self-help" Sewer Connection computer and database located at the Permit & Information Center (PIC) was removed from the PIC, reducing costs and freeing up more counter space. Engineering staff at the PIC still provide more detailed information and assistance related to sewer connections, but report that customers really appreciate that a special trip is no longer required to answer the basic question – where's my connection?

Roosevelt Yard Manages High Volume of Service Calls

The Public Works Maintenance and Parks and Open Space divisions boast the largest phone bank in the Public Works Department. Located at the Roosevelt Yard, 19 phones are connected in a complicated hierarchy roll-over system that, when fully staffed, can handle hundreds of call per day. The daily call volume averages 60 to 90 calls during business hours. Through these calls, staff receives requests for service and provides information to citizens on hundreds of Public Works and City programs.

Roosevelt Yard staff and phone bank infrastructure can also provide support to the Lane Regional 911 Call Center. During emergencies, when calls to 911 dramatically increase, the Call Center may activate the Center for Public Inquiry (CPI). Activation occurs when the call center has become overwhelmed with phone calls and needs a non-emergency resource for the public. The activation can substantially increase the call volume for Public Works staff. The most recent activation was in March 2012, during the major snow and ice storm that crippled the city. The call volume during the first day of activation increased to 562 and averaged 336 calls per day for the duration of the event. Dedicated Public Works staff responded with longer shifts and answered every call routed to the CPI.



Eugene Park Stewards Build Engaged Community

Volunteers have long played a key role in caring for Eugene's parks and open space, and today these resources are more valuable than ever. Parks and Open Space volunteerism has evolved to adapt to the community's changing needs and priorities. Eugene Park Stewards formed from a union of three volunteer programs: Stream Team, NeighborWoods, and Volunteers in Parks. Consolidating these three well-loved programs under a single umbrella allows the department to better track and prioritize Public Works goals and support volunteer activity more efficiently.

The mission of Eugene Park Stewards is to build an informed and engaged community dedicated to addressing the needs of Parks and Open Space through ongoing stewardship. The program is focused on building adoptions, sponsorships and volunteer-based leadership. Taking a cue from the park operations section, one volunteer coordinator was assigned per region. This approach allows staff to be more aware of specific park needs, to nurture relationships within those regions, and continue to build on Eugene's strong foundation of community involvement.

Radio System Meets Narrow Band Mandate

During summer 2012 the City of Eugene Public Works Department performed a major upgrade to its communications system to remain compliant with Federal Communications Commission (FCC) standards. Recently, the FCC mandated that all educational, industrial, public safety, and state and local government agencies convert from what has been known as "wide-band" (25 KHz) operation to "narrow-band" (12.5 KHz or equivalent) operation, by January 1, 2013.

To meet the FCC requirement, the Public Works Department joined the already compliant digital radio system used by the Police Department. This reduced the need to replace or upgrade existing infrastructure. New "narrow-band" hardware was needed; approximately 35 new portable radios and 62 new mobile radios were purchased. This upgrade helped meet the FCC mandate prior to the 2013 deadline and also allowed for interoperability in part to enhanced channels. The City of Eugene Public Works has the ability to communicate directly with several local agencies including Eugene Water and Electric Board, Lane County Sheriff, Eugene Police, Lane County Public Works and Springfield Police. The enhanced interoperable radio system will become a valuable tool during emergencies.

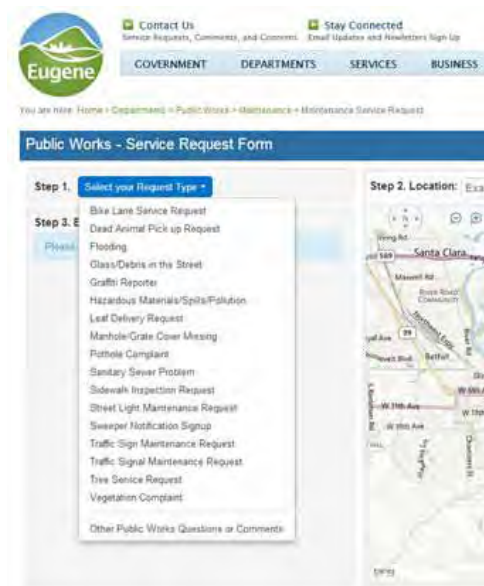
New Version of Online Service Requests

The City's new web site includes a brand new version of the public-facing service request system. Dubbed Public Web Request for Service (PWRFS), the new system provides many more service options than the previous version and a new interface with expanded reporting capabilities for Maintenance staff.

Like the previous version, requests entered into PWRFS feed into Public Works' Maintenance Management System (MMS) and are routed directly to the responsible party based on the selected service code. In addition to the previous selection of service codes, citizens can now report tree issues, traffic sign issues, sidewalk problems, and even generic Public Works directed comments and questions.

Maintenance technical staff redesigned the systems interface, resulting in an easy-to-use experience in all major browsers and on mobile devices. The reception has been so good that other City departments have approached Public Works to utilize this system.

From June 2012 to December 2012, Public Works received 515 requests for service via PWRFS; representing nearly 10 percent of the total requests for service received overall in that time period. Requests received via PWRFS result in less phone time for front office call takers. One of the primary benefits of this system is that citizens can report their requests to Public Works all hours of the day and are not limited to normal business hours.



Maintenance Staff on Standby for Winter Calls

Maintenance completed another successful year of the wet season standby program. Maintenance staff is scheduled for standby on weekends and holidays from October through March. When on standby, staff must be available for immediate response 24 hours a day. This program is designed to increase responsiveness during severe weather events and other emergencies. When on standby, staff is the primary point of contact for the on-call supervisor to respond to emergency calls that need immediate attention, such as street flooding, snow and ice, hazardous potholes, and missing manhole lids and catch basin grates. These types of calls are common through the winter months and pose hazards to vehicles, pedestrians and cyclists.

Staff scheduled for off-duty standby understand the importance of

being responsive and available during emergencies. Staff selects the weekends and holidays they are on standby. To respond to the most common calls, staff must meet minimum qualifications and be able to respond within 30 minutes of being contacted.

Sweeper Routes Adjusted for Efficiency

Staff continue to adjust sweeping routes to provide effective street sweeping services and to meet sweeping frequencies stated in the City's stormwater permit. Five sweepers are operated on multiple shifts throughout the week. Maintenance is responsible for maintaining over 1,300 lane miles, 41 miles of bike paths and 17 miles of improved alleys. The lane miles are divided into 27 routes that include residential, collector and arterial streets. Operators are assigned their own routes, which are designed to be the most efficient way to sweep each area. Adjusting routes for efficiencies helped sweeper operators sweep nearly 40,000 lane miles last year. Infrastructure improvements require staff to continually evaluate the City's sweeping program, ensure compliance with the stormwater permit, and meet community needs. Reviews include factors such as new streets or subdivisions, parking requirements, multi-use areas, street widths, traffic patterns, and pedestrian and cyclist traffic. These reviews also help balance work loads between staff and different shifts. Throughout FY12 new streets were added and several routes changed shifts due to parking limitations and to meet neighborhood needs.

Enhanced Street Repair Services

FY12 was the fourth year of enhanced street repair services supported by road operating funds. This maintenance program, better known as the pothole program, focuses maintenance activities on approximately 88 lane miles of asphalt unimproved streets throughout the city of Eugene. The main goal of the program is to reduce the number of potholes maintenance staff responds to on a yearly basis. Prior to 2008, crews repaired up to 7,000 potholes annually, the majority of which were located on unimproved streets. To address this issue, crews perform thin-lift maintenance overlays to repair some of the worst streets in the city.

Maintenance overlays consist of cleaning the existing asphalt surface and the prepping and overlaying the full width of the street with new asphalt. Many citizens consider streets that receive an asphalt overlay to be improved, even though those streets lack curb, gutters, sidewalks and storm drains. This surface treatment is not intended to provide a full service-life solution. However, it does improve the ride quality, neighborhood aesthetics, and maintenance efficiencies for a limited time at a reasonable cost. Maintenance overlays are one effective option until a long-term solution for Eugene's unimproved streets is identified.

Maintenance overlays were accomplished utilizing Public Works Maintenance and local contractor services. Approximately 4.5 lane miles of streets were treated in FY12. Street segments receiving overlays included Louis Street, Cross Street, Cross Place, Davis Street, Randall Street, Prospect Drive, Skyline Boulevard, Linda Avenue,

Efficiency continued



March storm clean up required a multi-team response from Surface Operations and Parks crews.

Taney Street, Summit Avenue, Holly Avenue, Sunshine Acres, 13th Place, Taft Street, Waite Street, Sandy Drive, and Van Duyn Street.

Enhanced street repair service has proven to be a very popular program. Rating criteria have been established to prioritize a long list of streets, and the department's ability to provide ongoing service will be based on available funding. Since its inception, the enhanced street repair service has overlaid more than 18.5 lanes miles.

Maintenance and Parks Share Storm Resources

Storm events are a regular occurrence in the Pacific Northwest during the winter months. Generally, these events are of short duration and singular in nature, allowing response by the primary or single work team. Occasionally, larger events have a multi-team impact. In March 2012, a storm event started as a short-term snow event but ended with extended tree and debris response.

Surface Operations responded to the snow event with plowing, sanding and deicing activities. Shortly after the event started it was evident the heavy snow was damaging trees and other vegetation. Event oversight transitioned from a Surface Operations activity the first day to a coordinated Parks and Open Space (POS) response on the second day. With the volume of downed trees in the right-of-way, and limited staff and equipment availability in POS, Public Works Maintenance staff transitioned to a support role for POS.

Surface Operations provided several trucks and staff daily for several weeks in support of clean-up activities. While these events are atypical, cooperatively supporting each other in times of need builds camaraderie and provides community support that otherwise would not be achieved by an individual team or work section.

Field Data Collectors Streamline Pavement Management

Public Works Maintenance Division has kept close track of pavement conditions for the past 25 years. Each summer staff rates pavement conditions on all arterial and collector streets, and one-third of all residential streets. Approximately 700 lane miles of streets are rated annually in a four-month rating season. Rating results are entered into a computerized pavement management system used to determine future paving projects and maintenance activities.

Since 2010, rating data has been collected using pocket computers or iPAQs. These handheld devices allow staff to enter rating information in the field. Information is then downloaded directly into the pavement management software. Prior to using iPAQs, data was collected and then transferred manually into pavement management software at the end of the day. This process was time consuming and inefficient. By incorporating data collection devices into the field rating process, staff is able to complete zone inspections in a shorter period of time which in turn is a cost savings in labor. Additionally, by streamlining this process street system analysis reports are available in a more timely manner.

Finance

Bond Measures Key to Fixing Streets

Voter-approved bond measures are key to Eugene's pavement preservation program. In FY12, significant progress was made on completing projects funded under at 2008 voter-approved, five-year, \$35.9 million bond measure to fix city streets. And the City Council approved placing a measure for a new, \$43 million bond measure on the November 2012 ballot to continue the street repair program for another five years.

The 2008 bond measure promised to fix 32 streets in Eugene. By the time the funds from that measure are fully expended, the City of Eugene will have repaired 54 streets and a number of off-street paths. The 2012 bond measure promises to fix 76 more streets and provide an average of \$516,000 per year for bicycle and pedestrian projects. Because of these bond measures, plus about \$3 million a year from Eugene's 5-cent-per-gallon local gas tax, the Public Works Department has made significant progress on reducing the backlog of needed street repairs.

A 12-member citizen group, the Street Repair Review Panel, provides ongoing accountability for the expenditure of bond funds to ensure that the bond proceeds are used as the voters intended. In January 2012, the panel unanimously approved its third annual report, which included that the bond proceeds have been used for the authorized purposes and in compliance with the limitations and restrictions approved by voters in 2008.

The report from the SRRP highlighted the sustainable practices used on the bond projects, including the use of reclaimed asphalt shingles, warm mix asphalt and in-place recycling, as well as the cost savings achieved through lower-than-anticipated construction bids and the positive economic impacts of funding more than 135 full-time equivalent jobs during the period of construction.



Restriping a newly-paved street.



Artwork being reinstalled at Eugene Airport.

Flying People Return to the Eugene Airport

The "flying people" at the Eugene Airport returned from vacation in February 2012. The "Flight Patterns" work of art by the late David Joyce was reinstalled after being completely refurbished.

This came about as a joint effort between representatives from the Public Art Committee, David Joyce's widow, Kacey Joyce, and staff at the Eugene Airport. The artwork had been deteriorating for several years, including yellowing and delaminating of some of the art.

In fall 2010 Airport facilities staff identified leaks in the south-facing wall of the A-concourse, the exterior side of the wall that held the artwork. Construction to repair the leaking fascia on the building was completed over the summer and into the fall, with the artwork being taken down during this time. Meantime, the original images were transferred onto a more durable material, which will provide a long-lasting surface for the artwork.

In addition to the repairs, windows were installed along the south A-concourse wall to lighten up the space that had been very dark in the winter months. Ms. Joyce reconfigured the work of art on the south and north walls of the concourse.

The \$20,000 rehabilitation of "Flight Patterns" is being paid for from 1% for Art funds set aside in the construction of the air cargo building and the Aircraft Rescue and Fire Fighting station.

Is That an Airplane on the Runway? No, It's Runners!

More than 275 runners turned out for the first annual 5K on the Runway hosted by the Eugene Airport in partnership with the Active 20-30 Club of Eugene. The event was held on June 27, the second "dead-day" of the U.S. Olympic Track and Field Trials, and drew participants from across the country.

In addition to the 5K race there was a free children's fun run, and a post-event celebration including a drawing for two round-trip tickets to Hawaii for race participants. The celebration also featured live music, awards, food and beverages, as well as booths set up by area children's non-profits that the 20-30 Club supports. A display by Lane Community College's Aviation Academy was also featured. The Active 20-30 Club is a service club made up of young men and women dedicated to helping underprivileged children in the Eugene area. ♦ 11

Recreation continued

Delta Ponds Interpretive Trail Encourages Visitors

Until 2002, the Delta Ponds were virtually inaccessible to the public and could only be viewed from the major roadways that intersect the ponds. Today, the Delta Ponds is accessible to cyclists and pedestrians by the City's shared-use path systems. With the completion of the nearly decade-long overall Delta Ponds Habitat Enhancement Project, the City has been able to further provide access by constructing two parking areas along Goodpasture Island Road and the Delta Ponds interpretive trail.

The 0.81-mile interpretive trail was developed as a 6-foot-wide pedestrian trail to allow side-by-side walking while visiting various areas and viewpoints along the ponds. All grades are constructed for ADA compliance to provide wheelchair-enabled visitors access, and crushed rock was utilized to provide a firm and stable surface while being natural in character. Three of the bridges were constructed by the City's trail contractor, two of them over a back-water channel and one over a higher-flow weir constructed as part of the trail project. A separate bridge and lower-flow fish-passable weir were constructed by the City's project partner, the US Army Corps of Engineers. Ten interpretive signs have also been installed throughout the area to help the public understand the history of the site, the importance of side channel habitat, and the wildlife they might see when they are visiting Delta Ponds.

The interpretive trail has helped the Delta Ponds become one of the premier places to go birding in Eugene. It is one of the most beloved natural areas in large part because of its location in the heart of Eugene, its accessibility, and the abundance of easy-to-see birds and wildlife. The Delta Ponds Habitat Enhancement Project was recently awarded "Project of the Year" by the American Public Works Association (APWA) for environmental projects in the \$5 million to \$25 million cost range. A feasibility and cost study are currently under way for options to complete the trail into a looped system with a possible additional connection to Goodpasture Island Road.



One of three bridges connecting the trail through Delta Ponds.



Bethel Community Park Master Plan Updated

Parks and Open Space Planning staff revisited the Bethel Community Park Master Plan in FY12 to consider the addition of a new 60,000-square-foot community center. The effort was sparked by a proposal from the Eugene Family Y to construct and operate a new facility in Bethel Community Park. This was a compelling offer of partnership as the City's Recreation Division provides relatively few services in the Bethel area, and has no funding for expansion there. The existing park master plan did show a community center; however, it was identified as a much smaller 10,000-square-foot facility.

The proposed center would be phased over several years and include a 4,000-square-foot Bethel Branch Library (replacing the existing one); a 12,000-square-foot aquatics facility; classrooms and community meeting rooms; gyms; and administrative offices.

Public engagement included a series of public meetings and on-line surveys that drew hundreds of responses to many critical questions about the proposed changes to the park master plan. In web-based surveys, the majority of respondents were generally supportive of the new facility, while expressing reservations related to traffic and pedestrian safety both on and off site. A preferred option was shared with the public in December 2011, and a final version that specifically addressed pedestrian and bike safety was completed in January 2012.

The next steps toward developing the facility will be a conditional use permit application to the City's Planning and Development Department in 2013 and construction in 2014 or later.

Track Town Hosts 2012 Olympic Trials

In anticipation of Track Town 2012 Olympic Trials, Parks and Open Space staff supported a number of projects that added a bit of polish to Eugene's park system.

One project had hundreds of enthusiastic volunteers with the Church of Jesus Christ of Latter-day Saints out in force on an early June morning. Eugene Park Steward volunteers fanned out along the entire stretch of the riverfront park system from Whilamut Natural Area in east Alton Baker Park to West Bank Bike Path performing a huge variety of tasks that included mulching and weeding native trees and shrubs, edging, weeding and mulching pathways, cleaning the pergola

at Owen Rose Garden, renovating the sand playground at Sladden Park, painting a fresh coat of paint on the graffiti-riddled bridge columns in Washington Jefferson Park, and pulling blackberry crowns along the Ruth Bascom Riverbank Path. The project resulted in 3,500 collective hours, and the value of this continued gift of support is more than \$74,000 contributed to our riverfront park system.

Another project lit the way for runners along Pre's Trail. Shortly after the 2008 Olympic Trials, wire thieves blacked out Pre's Trail. In May 2012, Lantz Electric was awarded a contract to locate and repair conduits damaged during the wire theft and replace nine damaged light poles to receive the new wire. Theft deterrent methods were employed to prevent theft of the new wire. Replacement of the wiring in this lighting system provides runners with increased safety when running in the early morning or late evening hours.

Second Phase of Park Identity Signs Installed

FY12 brought the addition of 28 more park identity signs in park sites throughout the city. With the completion of this second phase of installation there are now 47 new signs in 44 parks in the Eugene park system. The new signs replaced many aging and deteriorating wood signs in the park system with high quality metal framed signs that will significantly lower maintenance needs over the life of the signs. The sign panels are a high-pressure laminate product that has proven highly resistant to vandalism in the field and provide a consistent and easily identifiable look for the park system as a whole. Each sign includes the park name, hours, and a quote that is unique to each park site. Work will continue on this project in FY13 and in future years, as funding is available, with the goal of a sign in every developed park site in Eugene.

Family-Friendly Trails at Delta Ponds and Skinner Butte

Two of the City's most popular natural areas – Delta Ponds and Skinner Butte – have recently had significant trail additions, further enhancing the sites' public access and recreation opportunities.

In fall 2011 at Delta Ponds, nearly a mile of new gravel trail was completed between Goodpasture Island Road and Delta Highway. The trail features four pedestrian bridges, two official viewing platforms, and many more viewing areas where hikers can see the recent restoration work and the wildlife that benefit from it. Interpretive signage describes some of the birds and wildlife, tells the natural history of western pond turtles, talks about the importance of Delta Ponds to the survival of juvenile chinook salmon, and features the changes that have taken place at Delta Ponds since the early 1900s.

At Skinner Butte, a historic trail dating back to the 1930s now connects the RiverPlay Discovery Village playground to the established north-side trail system. Families can easily access the butte's famed viewpoint summit, just a short hike away from the popular playground near the river. The project included the upgrading of approximately 800 feet of trail, new way-finding signage, and the creation of a new stone stairway adjacent to Cheshire Street and Skinner Butte Loop Road.



Volunteers help spruce up Owen Rose Garden.



New signs provide unique identities for local parks.



New trail at Skinner Butte Park follows historic path.

Recreation continued

Ridgeline Park Recreation and Acquisition

Recreation in the Ridgeline Park system is thriving. In FY12, the City significantly expanded the Ridgeline Park system by adding 193 acres along with a trail easement connecting two key parks.

In December, the Parks and Open Space Division acquired a 193-acre site called “South Eugene Meadows” for the Ridgeline Park system. With this addition, the Ridgeline Park system has grown to approximately 2,000 acres. The funding package for the acquisition included a \$750,000 grant from the Oregon Watershed Enhancement Board, an \$886,000 grant from the Bonneville Power Administration, \$713,000 in City park bond measure funds, and a \$790,000 donation from the landowner.

South Eugene Meadows is located to the west of Spencer Butte Park and contains a beautiful mixture of oak woodland, oak savanna, and upland prairie habitats, which have been identified by multiple conservation organizations as priority habitats to conserve in the Willamette Valley. In the future, the Ridgeline Trail will be extended through the site, providing further opportunities for the community to recreate and experience nature close to home.

In addition, a trail easement was acquired at Wild Iris Ridge to connect two formerly disjointed portions of the park. A 30-foot-wide by 367-foot-long easement, acquired at no cost, will allow hikers to walk from a parking area along Bailey Hill Road into the core of the 228-acre park. Prior to acquisition of this easement, the site was difficult to find and only accessible from neighborhood streets with limited parking. Wild Iris Ridge has received significant restoration efforts over the past several years.

South Bank Bike Path Rehabilitated

The South Bank Path Rehabilitation project reconstructed more than 3,000 feet of the shared-use path from the Greenway Bridge to River Play Park. The project fully reconstructed path sections and overlaid asphalt sections with concrete. The path intersection at Grand Street was reconstructed to meet ADA standards and to improve the area adjacent to the Maurie Jacobs Park playground. The improvements in Maurie Jacobs Park included solving drainage problems and installing new benches, bike racks and garbage cans. The round path intersection behind the River House Recreation Center was reconstructed as a compass. The Adams Street connector path and the sidewalks in front of the River House were reconstructed to meet ADA standards. POS, Recreation and Engineering staff worked together to develop the improvements in Maurie Jacobs Park and at the compass intersection. The project was funded by the 2008 voter approved bond measure to fix streets and off-street paths.



South Eugene Meadow site expands the Ridgeline Park system.



South Bank improvements include sidewalks and improved drainage around Maurie Jacobs Park.

Airport Emergency Training Exercise

A full-scale emergency training exercise was held at the Eugene Airport in October 2011. The triennial exercise tests emergency response by airport personnel, aircraft rescue and fire fighting (ARFF) crews, and law enforcement officers. The exercise involved the Mobile Aircraft Rescue Fire Fighting (MARFF) training unit, which was temporarily relocated adjacent to the old tower for this purpose. The MARFF unit allows for live fire training.

Agencies participating in the exercise included Eugene Fire and EMS, Eugene Police, Eugene Risk Services, Central Lane 9-1-1, Lane Rural Fire District, FAA – Air Traffic Control, Transportation Security Administration, Alaska Airlines, Allegiant Air, United Express/Delta Connection, Atlantic Aviation, and the American Red Cross.

The FAA requires the Airport to undergo a full-scale emergency training exercise every third year, while a tabletop or partial exercise is required in each of the other years.



Training plane used in live fire training.

Airport Security Review

Transportation Security Administration (TSA) officials completed an annual comprehensive inspection of the Eugene Airport's security program in February 2012. For three days they examined records, reviewed training material, tested access control and security measures and challenged employees at the Airport on required procedures.

The Airport operations group is responsible for the program and all of the requirements administered by the TSA. The Airport Operations Team works to keep the Airport secure and in compliance with federal security regulations. In addition, every employee at the Airport is trained and plays a role in maintaining the program.

In the debrief meeting the lead inspector was very complimentary of the Airport operations team and of the diligence and professionalism of everyone at the Eugene Airport.



Youngsters express thanks for safety improvements.

Partnerships Create Safe Routes to School

The City of Eugene, in partnership with Eugene School District 4J, received a \$500,000 Safe Routes to School grant to build pedestrian safety improvements and bike facilities in FY12. The purpose of the project is to encourage children to walk and cycle to school. The grant was used to make many improvements throughout the school district.

Four intersections received new pedestrian refuge islands. Four intersections received rapid flashing beacons. Three schools received bicycle shelters and bicycle racks. Four schools received concrete path upgrades. Continental crosswalk markings were added to a dozen intersections. In addition, the project installed 40 wayfinding signs informing cyclists and pedestrians of the time or distance to various destinations on Eugene's bike path network.

Subsurface Operations Responds to Spills

Public Works Maintenance is responsible for the spill response, illicit discharge detection and elimination program. This program utilizes a team of employees trained to respond to hazardous or unwanted materials (spills) in the public right-of-way. A spill response technician dedicated to the program has a primary goal of reducing and eliminating hazardous spills or illicit discharges into the City's stormwater system.

Reports of spills and illicit discharges may come from the public, private businesses, City staff, or other public employees during the course of daily work activities. Calls generally come directly into Public Works or the 911 Call Center, and they are then referred to Public Works Maintenance for response.

Once a spill or illicit discharge has been identified, the clean-up process begins. This generally involves the use of absorbents, booms and/or pads around inlets. Sweepers and combination machines provide final clean up. The most common calls are for oil on the roads, paint spills, or materials washed into the gutter.

In FY12, Public Works Maintenance responded to 169 discharge concerns. The spill response technician tracks the pertinent details of these complaints in Maintenance Management System (MMS) to ensure compliance with National Pollutant Discharge Elimination Systems (NPDES) regulations.

Safe continued

Park Watch Program Aims to Make Parks Safer

In spring 2012, an interdepartmental staff team met to strategize practical ways to reduce crime in city parks and recreational facilities, especially during the summer months when these areas are busiest. From this meeting, the Eugene Park Watch (EPW) program was born.

EPW is an exciting collaboration between the community, the Police Department, Parks and Open Space staff, Recreation and Cultural Services staff, and other City departments. The program empowers City staff and the community to become active in reducing crime and the fear of crime through participation. EPW is designed to increase safety and reduce crime in Eugene's parks, recreation facilities, and surrounding neighborhoods through these efforts:

- Online reporting from the City of Eugene website and sharing of information regarding problems in parks.
- Visible police patrols with sworn and non-sworn assets.
- Increased presence of City staff in areas needing attention.
- Public events where pro-social activities stimulate positive behavior in parks.
- Increased confidence and use of Eugene's parks and recreation facilities through continuous improvement.

During the first three months, the Eugene Park Watch pilot program focused its efforts on sending police and other resources to specific areas with both high public use and a history of illicit activities. Among them are the Willamette River corridor, the Amazon Creek corridor and several neighborhood parks. Vehicle and bike patrols have noticeably increased in these parks, and staff has reported a stronger sense of security compared to past summers.

SHARP Graduation

The Wastewater Division was recognized by the State of Oregon's Occupational Health & Safety Administration (OSHA) for its accomplishment in successfully completing OSHA's Safety and Health Achievement Recognition Program (SHARP). SHARP recognizes employers that have implemented exemplary safety and health management systems. Graduation from the five-year SHARP program is a public acknowledgment by Oregon OSHA that the agency has established a model safety and health program and that safety is a



Wastewater staff worked three years without a lost-time accident.



Occupy Eugene encampment in Washington-Jefferson Park

value of the organization. As an indication of the success and reward of being a SHARP employer the Wastewater Division staff worked three consecutive years without a lost-time accident.

Public Works Responds to Occupy Eugene Encampment

Public Works' primary role with the Occupy Eugene event in Washington-Jefferson Park in late 2011 was to provide logistical support to all of the parties using the park. Staff coordinated the acquisition and construction of a temporary perimeter fence that served to keep a safety barrier between the park's users and the vehicle traffic. Staff additionally provided resources to assist with solid waste management, stormwater management, and general environmental concerns.

One of the larger logistical efforts was related to the placement and ongoing operation of temporary on-site lighting. Inclement winter weather, along with an extraordinary large population of people habiting the park for untraditional lengths of time, required that lighting be placed in and across the park to provide a more secure environment for all. When the camp ended in mid-December, staff coordinated the clean-up of items left behind by the event. In the spring, staff coordinated the renovation of the turf that had been negatively impacted by the event.

The Occupy Eugene event was unique in many ways. However, once the challenges of the event were understood, Public Works staff responded in a professional and timely manner, which is a tribute to the dedication of all the staff who provided assistance to the event.

Spin Screed Makes Concrete Work Safer

A spin screed is a recent addition to the Surface Maintenance team. This tool replaces the wood rodding board that is used to level off the top of concrete to obtain the flat surface for finishing. The spin screed is an aluminum tube that is rotated by a power head and controlled by an operator. The power head and unpowered end are guided by handles that allow the operators to stand up straight. Because the tube is wider than the concrete slab being placed, the operators are in a position that does not require standing in the fresh concrete. The spinning tube pulls the excess concrete along, leaving a smooth surface, ready for finishing. Tubes for the spin screed are interchangeable to accommodate slab width from five to 20 feet.

The department's spin screed was initially purchased to improve efficiency and accommodate larger projects. Following initial use, it was discovered that use of the spin screed greatly reduced back and leg fatigue, and subsequent injury. Safety of employees is a priority and the spin screed greatly reduces the potential for injury.

Utility Locate Program Prevents Damage, Injuries

The City is required to mark the location of all its infrastructure (including wastewater, storm and electrical facilities) when a request is received from the 811 "Call Before You Dig" system. Accurate location marks prevent damages to these facilities and provides a safer working environment. Locate requests range from homeowners digging on private property to contractors constructing in the public right-of-way.

During FY12 the City responded to 7,243 locate requests. More than 350 of these requests were emergencies requiring immediate response. Other types of locates include pre-survey and pre-construction. In some cases, such as with pre-survey locates, a single locate request may account for a few hundred individual locate marks identifying City underground utilities.

Staff uses many different resources to provide accurate information to excavation crews. They are familiar with different database resources internally, and participate in development opportunities associated with professional organizations to increase their skills. The result of this effort is only four of the City's facilities were damaged in the past year and there were no injuries to either the staff or the public.

In past years surface technical staff primarily located wastewater and stormwater lines, while traffic signal staff located street light and traffic signal electrical facilities. Over the past few years cross-training between the two teams on locating all Maintenance Division facilities has resulted in significant efficiencies in the locate program.

Sidewalks Inspected to Mitigate Hazards

By keeping sidewalks in good repair and accessible to all users, Public Works is helping to protect the health and safety of its citizens. Property owners in the city are responsible for the safe condition of the sidewalk and driveway apron adjacent to their properties. In some cases sidewalk maintenance is overlooked by the property owner, creating unsafe conditions. Generally, a misalignment of more than one-half inch is considered a tripping hazard.

To manage more than 770 miles of sidewalks and pedestrian ways, the Maintenance Division has a proactive sidewalk inspection program. A sidewalk inspector investigates sidewalk condition complaints, works with property owners on mitigating hazards, coordinates with urban forestry on tree-related hazards, inspects sidewalk and access ramp installations, performs zone inspections (six zones city-wide), and coordinates with City maintenance crews for sidewalk and access ramp repairs and installations.

In FY12, the sidewalk inspection program responded to 182 service requests submitted by the public and staff, issued 78 letters to property owners regarding sidewalk hazards, conducted 73 permitted right-of-way inspections, and performed 15 accident investigations related to sidewalks.



Repaired sidewalk in Alton Baker Park.

Park Concrete Paths Repaired

In FY12, concrete crews formed and poured more than 6,000 square feet of replacement concrete paths in Alton Baker and Tandy Turn parks. Additional concrete path repairs were also completed in Tugman and University parks. These sites were in need of critical concrete repairs as the surfaces had deteriorated, cracked or heaved by tree roots over time. These conditions create trip hazards or make the paths inaccessible under ADA guidelines, requiring removal and replacement of the walks. The new walks at Alton Baker Park were narrowed and raised two inches in elevation to accommodate surface tree roots from a line of ash trees that shade the parking lot. Tree roots were also pruned to ensure improved tree health and path longevity over the long term.

Total budget for the concrete path renovations was \$160,000, and the projects were funded by park operations capital renovation funds.

Access Ramps Upgraded

The Public Works Department is committed to providing safe and equitable accessibility within the public right-of-way. An example of this commitment is the progress made in installing and upgrading ADA-compliant sidewalk access ramps throughout the city. There are several hundred miles of sidewalks and pedestrian ways in the city. Key elements to the pedestrian transportation system are some 8,000 existing ramps providing access to sidewalks and other pedestrian ways. Many of the existing ramps met ADA standards when installed, but over time standards have changed and these same ramps need upgrades to meet current ADA standards. Additionally, there are approximately 1,800 intersection and mid-block locations throughout the city where ramps do not exist.

During the past few construction seasons both the Maintenance and Engineering divisions have installed and upgraded 677 access ramps. Through funding provided by Community Development Block Grants (CDBG), local gas tax, and the 2008 street repair bond measure, Public Works has made significant strides in providing all users of this pedestrian transportation system safe and equitable access.

Sustainable

Amazon Diversion Channel Stabilized

The Amazon Diversion Channel from Royal Avenue to Fern Ridge Reservoir is a levee constructed in the 1950s by the US Army Corp of Engineers to provide flood control to the area. The City of Eugene has maintenance responsibility over the entire Amazon Creek system. The 2011 project stabilized approximately 13,000 feet of channel on both sides from Royal Avenue to Fern Ridge Reservoir. The eroding banks were stabilized using a combination of large rock and vegetation. Approximately 8,000 plants were planted including willow, dogwood, spirea and nine-bark. Sensitive habitat areas were identified and protected from construction activities. This project was funded through City of Eugene stormwater utility fees.

Another Busy Year for Pavement Preservation Program

In 2012, approximately \$15 million was spent to fix more than 42 lane miles of city streets. Repair work ranged from full road reconstruction to four-inch curb-to-curb overlays to a surface treatment called slurry sealing. Primary sources of repair funding include approximately \$7.8 million from the voter-approved street repair bond measure, \$6.3 million in local gas tax revenues, and funding from local transportation system development charges and federal and state grants.

The list of major repair projects in 2012 included Coburg Road (Beltline to Willakenzie), Martin Luther King Jr. Boulevard (I-5 to Centennial Loop), Green Acres Road (Norkenzie to Delta Highway), Goodpasture Island Road (Kingsley to new bike bridge), downtown intersections on Washington and Jefferson streets, and Royal Avenue (Highway 99 to Waite Street).

The summer 2012 repair work also included several area shared-use paths, including portions of the North Bank and West Bank paths and a section of Fern Ridge Path from Chambers to Arthur streets.

SmartTrips Increases Active Transportation

SmartTrips Eugene is an outreach program designed to reduce drive-alone trips and increase biking, walking, and public transit use. In the summer of 2011, 673 packets of information were delivered by bicycle to residents who wanted to learn more about all of their transportation options, including, transit, walking, bicycling, carpooling, and combining trips. SmartTrips is a low-cost, highly effective strategy to reduce vehicle miles traveled and shift behavior to more sustainable modes of active transportation.

As part of the SmartTrips program, the Transportation Planning Office coordinated a new community event, Eugene Sunday Streets. SmartTrips and Eugene Sunday Streets help residents become aware and experience transportation options. Sunday Streets opens Eugene's streets for residents and visitors to bike, walk or roll—experiencing active transportation first hand in a safe environment. In 2011, Eugene Sunday Streets attracted almost 2,000 residents.

In 2011, the SmartTrips program was funded by a federal grant from the Environmental Protection Agency.



Bank stabilization work along Amazon Diversion Channel



Transportation planning staff encourage SmartTrips.



New asphalt surface adds life to drying beds.

Wastewater Rehabilitates Aeration Drying Beds

Two aeration drying beds at the Biosolids Facility on Awbrey Lane were resurfaced in 2012. The resurfacing required milling the surface of the drying beds to a depth of 2 inches to eliminate the majority of surface cracks in the asphalt. The remaining cracks greater than ¼ inch wide and 2 inches in depth were then crack sealed. Crack sealing helps to minimize future cracking of the newly laid asphalt as it ages. After the milling and crack sealing had been completed, 2 inches of new asphalt was applied. The asphalt mix design used in this application was improved to create a better and longer lasting surface.

Harmful Solvent Vapors Trapped in Laboratory

As part of the efficient automation of oil and grease extraction, the Wastewater Division laboratory has installed a new solvent trap. This solvent trap attaches to the exhaust hose from the solvent evaporation system. A 500mL glass collection vessel is placed in the collection chamber to condense hexane vapors.

The solvent trap is designed with temperature control for the most efficient condensation and capture of hexane solvent vapors. The solvent trap is capable of recollecting approximately 70 percent of the evaporated solvent when run at room temperature, directly from the evaporator for easy recycling or waste disposal.

Benefits include preventing harmful hexane vapors from being released to the atmosphere, reducing overall solvent costs, protecting workers from exposure to harmful solvent vapors, and keeping sensitive lab instruments protected.

Drywell Elimination Program Under Way

As a result of anticipated changes in Oregon Department of Environmental Quality (DEQ) stormwater permit requirement for existing drywells, the City of Eugene has started a drywell elimination program. Drywells are stormwater management facilities that collect stormwater runoff and direct it into the ground, as opposed to directing the stormwater to a piped system or waterway. Historically drywells have been used in Eugene in areas where there are no pipes or waterways to receive and convey stormwater.

The City has more than 160 drywells in areas with limited piped systems or waterways to receive stormwater. Two drywell elimination two pilot projects are under way to improve drainage and protect local water quality in parts of River Road and Santa Clara.

The pilot projects will eliminate 16 drywells in the Shirley Street area, in Santa Clara, and eliminate five drywells near Escalante Street in the River Road area. The stormwater will be redirected to flow into neighborhood treatment and infiltration swales. Storm runoff will be piped to swales where it will filter through vegetation, infiltrate into the ground and, as needed, flow to Spring Creek and Flat Creek.

Over the next several years Eugene plans to eliminate most of its public drywells and develop different types of stormwater management facilities, funded through stormwater user fees.

Biosolids Recycled on Farm Lands

The Wastewater Residuals Management work section treats and processes all of the biosolids generated at the Water Pollution Control Plant and manages the division's Recycled Water Program.

During FY12, 4,005 dry tons of biosolids were recycled to more than 235 acres of local farm land and the Biocycle Farm. Biosolids provided most of the micro- and macro-nutrients needed by the farm crops, improved soil tilth, and recycled a significant amount of carbon back to the soil.

More than 72 million gallons of potable water were saved by substituting recycled water for irrigation on the hybrid poplar trees at Biocycle Farm.

Alder Street Corridor Supports Active Transportation

Alder Street and 13th Avenue converge near the University of Oregon. The corridor contains some of the heaviest traveled pedestrian and bicycle facilities in Eugene. Counts taken in the summer of 2012, when school wasn't in session, recorded more than 1,300 bicycle trips per day on 13th Avenue near Alder Street.

To maximize safety and promote the use of active modes (walking and biking) the City of Eugene coordinated with multiple agencies, including the University and Lane Transit District, to design a world-class facility that would satisfy and attract new and existing pedestrians, cyclists, and transit users.

Funding through a variety of local and state partners enabled the construction of a two-way buffered bicycle lane, widened sidewalks, contra-flow bicycle lanes, colored pavement, enhanced street canopy, and improved signalization that would enliven an already thriving commercial corridor. In addition, the improvements would make a strong statement about City of Eugene's commitment to sustainable transportation development.

Innovative design and construction techniques were employed to minimize environmental impact and preserve resources. Facilities include a water quality manhole to screen debris, sediment, and oil from stormwater runoff and construction of the street using warm mix asphalt to reduce fuel consumption and the production of greenhouse gases. The tree canopy was also enhanced with large tree wells, backfilled with imported quality topsoil material for optimum root growth. In addition, many new parking meters are solar powered along the corridor.

This project received APWA's Julian Prize for Sustainability Award in August 2012.



Peggy Keppler (left) receives top award from APWA President Elizabeth Treadway

Peggy Keppler Earns APWA Top 10 Leaders Award

Peggy Keppler, development review manager for Public Works Engineering, was selected as an American Public Works Association (APWA) Top 10 Leader for 2012. Only 10 public works professionals from throughout North America are recognized each year by their peers for outstanding contributions and leadership, making it quite an honor to be selected.

For the past 11 years, Keppler has served as one of the leaders of the Engineering Division. Her work has primarily focused on the development review process together with overseeing the City of Eugene's survey team. In recent years, she has been instrumental in working with the development community to prepare and update stormwater development standards to meet the City's stormwater discharge permit requirements.

She has been a dedicated member of the Oregon Chapter of APWA since 1996 and served as chapter president in 2010. She belongs to many other professional organizations, including a local Toastmasters chapter that she co-founded. Keppler also serves her community through religious, emergency, and social service organizations.

Lisa Jeffryes is Oregon APWA Everyday Hero

Lisa Jeffryes received the Everyday Hero Award from the Oregon Chapter of the American Public Works Association (APWA) in October 2011. This award recognizes outstanding achievement, either by actions of a single event or a career's worth of dedication for providing responsive, consistent and courteous customer service, for making the efficient and innovative use of public resources, for helping co-workers succeed, and for being a great person to work with. She was nominated for the award by her peers. Here is an example of what they said: "Business owners call me asking questions and tell me that thanks to Lisa's communication they feel the City is responding to their needs during construction." "It makes a real difference in what we do when people care and put forth the effort to create a first class product and Lisa exemplifies this." "Her calm and confident approach helps team members feel comfortable to discuss issues and solve problems."

Wastewater Gets Platinum Peak Performance Award

The National Association of Clean Water Agencies recognized the Wastewater Division with a Platinum Peak Performance Award. The platinum award recognizes wastewater facility operations with exemplary performance for five or more consecutive years of 100 percent compliance with a National Pollutant Discharge Elimination System permit. The Eugene/Springfield Water Pollution Control Facility was recognized for five consecutive years of permit compliance for the period of 2007-2011.



"100 Best Fleets" Recognizes Fleet Section

For the fourth consecutive year the Fleet and Radio Communications Section received recognition as one of the "100 Best Public Fleets" in North America in 2012. This award sponsored through Government Fleet Magazine and the non-profit "100 Best Fleets" organization annually recognizes the best managed publicly owned fleets in the United States and Canada. Nationwide there are approximately 38,000 municipal, county and state Fleet agencies. Each year Government Fleet Magazine searches for those agencies that display excellence in their business operations. This year the City of Eugene competed with approximately 5,000 agencies who were asked to submit a comprehensive application which describes how they conduct their business in multiple areas. This program assesses the fleet agencies efficiencies in the following areas: accountability, technology implementation, high trust culture, staff acknowledgement, collaboration, creativity, celebration, doing it right the first time, quick/efficient turnaround, staff development, resource stewardship, and competitive pricing.

Being acknowledged as one of the 100 Top Public Fleets in the nation is a testament to not just each and every Fleet and Radio Communications team member, but also to the effective relationships that continue to be built between Fleet Services and other City departments. Being one of the top Public Fleets does not mean that a Fleet operation is perfect, but is instead taking strides to do the right thing and continue to work toward operational improvements to best serve the needs of the customer departments and community.

Directory of Public Works Services

ADMINISTRATION

101 E Broadway, Suite 400	541-682-8421
Department financial management	541-682-6087
Executive director	541-682-8421
Human resource management	541-682-5258
Public affairs	541-682-5523
Utility administration	541-682-4900

AIRPORT

28855 Lockheed Drive	541-682-5430
Air service development	541-682-6638
Parking information	541-688-6571
Paging	541-954-8364
Information	541-682-5544

ENGINEERING

99 E Broadway, Suite 400	541-682-5291
City easement/public utility—PIC*	541-682-8400
Construction assessments/contracts	541-682-5291
Development assistance—PIC*	541-682-5086
Right-of-way use permits—PIC*	541-682-5086
Flood zone information—PIC*	541-682-5086
Paving	541-682-5291
Stormwater	541-682-5291
Surveyors	541-682-5291
Transportation planning/bicycle information	541-682-5291

MAINTENANCE

1820 Roosevelt Boulevard	541-682-4800
Emergency after hours	541-682-5111
Fleet/radio services	541-682-4800
Graffiti removal	541-682-4800
Hazardous pothole repair	541-682-4800
Street repair	541-682-4800
Stormwater system maintenance	541-682-4800
Traffic/signs/signals	541-682-4800
Utility work right-of-way	541-682-4800
Wastewater collection system maintenance	541-682-4800

PARKS AND OPEN SPACE

1820 Roosevelt Boulevard	541-682-4800
Community gardens	541-682-4800
Hazard trees	541-682-4800
Natural resources maintenance	541-682-4800
Open waterway maintenance	541-682-4800
Park donations	541-682-4907
Park rentals	541-682-4800
Parks maintenance	541-682-4800
Parks and open space planning	541-682-4800
Playground safety	541-682-4833
Tree maintenance	541-682-4800
Urban forestry	541-682-4800
Vegetation code enforcement	541-682-4821
Wetlands program	541-682-4888
Volunteer programs	
Hendricks Park	541-682-5324
Eugene Park Stewards	541-682-4800

WASTEWATER

Beneficial Reuse Site	
91199 Prairie Rd	541-682-8660
Biosolids Management Facility	
29686 Awbrey Lane	541-682-8660
Industrial pretreatment program	541-682-8628
Industrial discharge permits	541-682-8628
Mobile waste hauler permits	541-682-8628
RV waste dumping	541-682-8600
Wastewater Treatment Plant	
410 River Avenue	541-682-8600
Stormwater Discharge Permits	541-682-8616
Tours	541-682-8600

* Permit and Information Center, 99 W 10th Ave.

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Public Works Administration

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Eugene, OR 97401
eugene-or.gov/pw

Public Works in Eugene

In addition to typical services such as designing and constructing capital projects and maintaining streets and sewers, the Eugene Public Works Department operates the region's wastewater treatment facilities, runs the regional airport, manages stormwater in the greater Eugene area, and plans and maintains the local park system. Funding for these various services comes through a mix of taxes paid by local property owners, fees paid by service users, and grants and special payments provided through intergovernmental agreements.

Eugene was incorporated in 1862 and is currently Oregon's second-largest city, with a population of 158,335 as of July 2012. Eugene is located in a metropolitan area that has about 250,000 people, including the adjacent city of Springfield and urbanized areas of central Lane County.

Eugene's city limits encompass approximately 42 square miles. The city's urban growth boundary, which includes unannexed properties that receive some level of municipal services, is approximately 54 square miles. The University of Oregon, located in Eugene, typically enrolls more than 20,000 students each fall. The Eugene 4J School District and the Bethel 52 School District provide primary and secondary education services in the Eugene area.

According to the Eugene Chamber of Commerce, there are more than 10,000 businesses in and around Eugene. Manufacturing, retail trade and healthcare and social assistance make up nearly 40 percent of total employment in Lane County, and government employment helps add stability to Lane County's economy. Electrical and water services are provided through the Eugene Water & Electric Board, a public utility separate from but closely aligned with the City of Eugene.

Geographically, Eugene is situated near the southern end of the Willamette Valley in western Oregon. The Willamette River runs through the center of town. At 426 feet above sea level, Eugene is midway between the Pacific Ocean 50 miles to the west and the Cascade Range 60 miles to the east. Eugene's climate is strongly influenced by marine weather patterns. The average annual temperature is 52 degrees, and the annual average rainfall is approximately 51 inches.

Eugene has a council-manager form of government. The nine-member council is composed of eight councilors elected by ward and a mayor elected citywide. The City's organizational structure in FY12 (July 1, 2011 through June 30, 2012) comprised six departments: Central Services; Fire and Emergency Medical Services; Library, Recreation and Cultural Services; Planning and Development; Public Works; and Police. In FY12, the City had approximately 1,467 full-time-equivalent positions. The City's FY12 net adopted budget (not including internal payments and transfers) was \$450.1 million, including a \$28.8 million capital budget. The City's effective property tax rate (not including taxes paid to the Urban Renewal Agency) in FY12 was \$6.90 per \$1,000 assessed value.

Additional information about the City of Eugene and links to other local information sites can be found at www.eugene-or.gov.